



GUAM REGIONAL TRANSIT AUTHORITY
Government of Guam

Felix P. Camacho, Governor
Michael W. Cruz, MD, Lt. Governor
Joseph C. Manibusan, Interim Executive Manager

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MEMORANDUM

January 27, 2010

TO: The Honorable Felix P. Camacho, Governor of Guam
FROM: Interim Executive Manager, Guam Regional Transit Authority (GRTA)
SUBJECT: Annual Reporting Requirement - Guam Public Transportation System

Buenas yan Hafa Adai! Enclosed herewith is the report pursuant to the above requirements. This particular annual reporting requirement, due no later than January 30th of each year, went into effect with the enactment of PL29-19. As each year passes, and as the program matures, the information provided in this report will be more robust.

Training of the provider's employees

Pursuant to subsection 3101.1.a: With the cooperation and support of the Center for Excellence in Developmental Disabilities Education Research and Services (CEDDERS), at the University of Guam, the following training courses were delivered by CEDDERS:

- Wheelchair Securement - see attachments
- Passenger Sensitivity - see attachments
- Passenger Assistance - see attachments
- Passenger Relations - see attachments

Bid and Contract requirements

Pursuant to subsection 3101.1.b: The requirement of training and certification shall be included into all bids and contracts.

Development of training programs

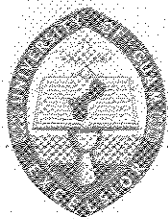
Pursuant to subsection 3101.1.c: GRTA is coordinating with UOG-CEDDERS regarding format and structure of the courses required by subsection 3101.1.a above. The subject areas for the training include: Wheelchair Securement, Safety, Passenger Sensitivity, Passenger Assistance, and Passenger Relations.

This report is also available on our website at <http://www.grta.guam.gov>

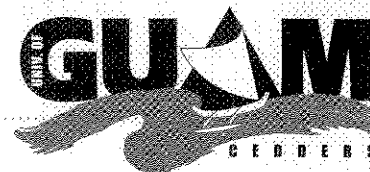

JOSEPH C. MANIBUSAN

Attachments

CC: Judith T. Won Pat, Speaker, Thirtieth Guam Legislature
Doris F. Brooks, Public Auditor, Office of the Guam Public Auditor
Bruce E. Kloppenburg, President, Kloppenburg Enterprises, Inc.



Guam Center for Excellence in
Developmental Disabilities Education, Research, and Service
University of Guam • *Unibetsedåt Guahan*
Office of Academic and Student Affairs
Hs #29 Dean Circle • UOG Station • Mangilao, Guam 96923
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November 25, 2009

Joseph C. Manibusan, Interim General Manager
Guam Regional Transit Authority
P.O. Box 2896
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Ginger S. Porter, M.Ed.
Training Associate, Transportation; Guam CEDDERS
Office of Graduate Studies, Research, and Sponsored Programs
University of Guam, UOG Station
Mangilao, Guam 96923

Hafa Adai Mr. Manibusan,

Attached is a report of Passenger Assistance Training provided to transit personnel who are required to complete an initial 16 hours of passenger assistance training, followed annually with 4 hours of refresher training.

In calendar year 2009, 19 personnel participated in training to meet their 16 hour requirement.

Completing hours initiated in 2008	4
Proficient	3
Did not test	1
CTAA nationally certified training	15
Tested, certification pending	14*
Did not test	1

* Certification pending from Community Transportation Association of America, Washington, D.C. Completers include Ms. E. Duenas, a transit rider who has assisted with driver training in areas of wheelchair securement, ADA requirements, and disability awareness and sensitivity,

The forty-four individuals who were trained and certified last year have yet to complete the required 4 hours of annual refresher training. I would like to meet with you to recommend and determine the content of the refresher training and request that you address this need with the current contracted provider of services.

Sincerely,


Ginger S. Porter, M.Ed.

Wheelchair Securement											9-Mar	24-Sep	6-Oct	8-Oct	13-Oct	15-Oct	20-Oct	22-Oct	10-Oct	Proficiency	Company	
Last	First	Therese																				
Aguon																						Sanko
Aunu																						
Calip																						
Camacho																						
Carlos																						
Cruz																						
Leon Guerrero																						
Nagallo																						
Nalicat																						
Nulud																						
Penafior																						
Piersing																						
Quifunas																						
Reyes																						
Salas																						

2009 PASSENGER ASSISTANCE TRAINING - TRANSIT PERSONNEL (Page 2)

Page 2		<div> <div>Wheelchair Securement</div> <div>Professionalism & Communication</div> <div>Stress, Custom Serve</div> <div>Secure FT</div> <div>ADA</div> <div>Disab & Secure</div> <div>Bloodborne Pathogens & Emergency</div> <div>Sex Harassment</div> <div>Revw & Test</div> <div>Sr Secure</div> </div>											
		First	9-Mar	24-Sep	6-Oct	8-Oct	13-Oct	15-Oct	20-Oct	22-Oct	10-Oct	Proficiency	Company
Last												Nat'l CTAA certification pending	
Tman		Mathew	X	X	X	X	X	X	X	X		Nat'l CTAA certification pending	KEI
Villagomez		John		X	X	X	X	X	X	X		Nat'l CTAA certification pending	KEI
Yinned		Jonathan		X	Absent	Absent	Absent	Absent	Absent	Absent		Nat'l CTAA certification pending	KEI
William		George		Absent		X	X	X	X	X		Nat'l CTAA certification pending	KEI
Materne		Darrell										Nat'l CTAA certification pending	KEI
Tested for CTAA certification. Training completed 2008													

Duenas	Evelyn	X		X	X	X	X	X	X	X	X	Nat'l CTAA certification pending	Person with a disability
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Refresher PASSENGER ASSISTANCE TRAINING - TRANSIT PERSONNEL 2009

The following individuals require 4 hours of annual refresher training

1	Aguon	Remedio		
2	Aguon	Therese		Sanko
3	Aquino	Jackie		MHI
4	Babauta	Felipe		MHI
5	Baskas	Mark		KEI
6	Bustos	Alber Mike		KEI
7	Carlos	Policarpio Jr.		MHI
8	Chiepot	Eichiro		KEI
9	Dacanay	Angel		Sanko
10	DeGuzman	Eugene		KEI
11	Duenas	Jesus		Sanko
12	Edmund	Erick		MHI
13	Ersin	Wesly		KEI
14	Fejeran	Alberto		Sanko
15	Hidalgo	Respy		Sanko
16	Materne	Darryl		KEI
17	Nauta	Frankie		KEI
18	Nelson	Larry		KEI
19	Pacho	Alberto		MHI
20	Pangelinan	Esabel		KEI
21	Patague	Teofilo		MHI
22	Penaflor	John		MHI
23	Phillip	Vincer		KEI
24	Pocague	Clarissa		KEI
25	Quinata	Robert J.		MHI
26	Quintanilla	Anthony		KEI
27	Rabago	Paul		KEI
28	Rabago	Ricky		MHI
29	Racelis	Douglas		KEI
30	Saguilla	Teddy		MHI
31	Salas	Vincent		Sanko
32	Sanchez	Agustin		Sanko
33	Santos	Benito		Sanko
34	Silverio	Alfredo		MHI
35	Sinfiano	Soni		MHI
36	Taisague	Joaquin		KEI
37	Taltague	Greg		KEI
38	Tibajares	Joey		KEI
39	Torre	Vicente		Sanko
40	Torres	Kevin		KEI
41	Wolford	Shawn		KEI
42	Yoichi	Kirino		MHI

Fifteen Drivers Attempt National Passenger Safety Certification

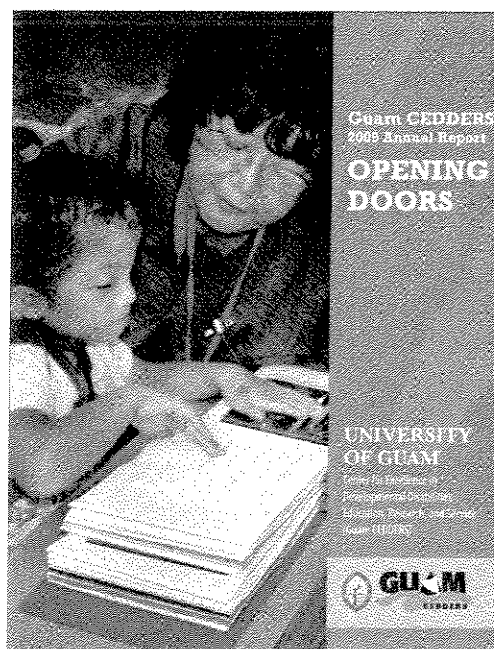
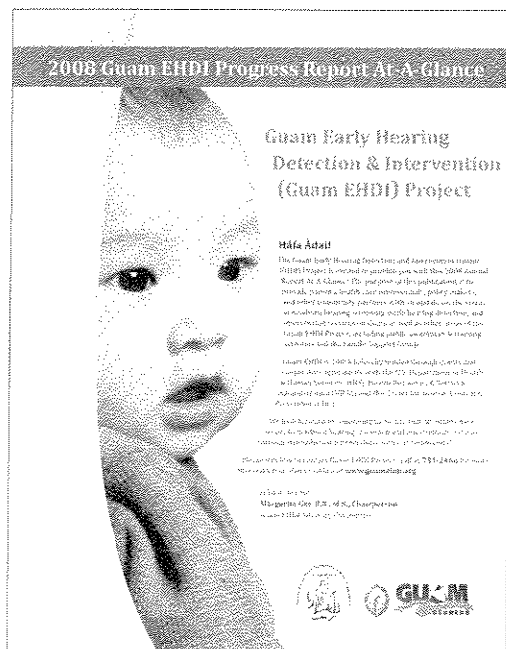
Nationally certified Passenger Service and Safety training from the Community Transportation Association of America (CTAA) was provided to 15 individuals from September 24 to October 22. Participants engaged in hands-on training with new wheelchair and passenger securement restraints, observed multiple methods of conducting emergency evacuation for individuals with special needs from disabled or burning vehicles, discussed professionalism, customer service, communication, serving individuals with disabilities, sexual harassment, and demonstrated methods used for bloodborne pathogen protection. Evaluations showed that drivers "learned a lot of safety and regulations, handling people with disabilities during cases of emergency, ensuring proper securement, and felt like they left the training as better bus drivers." After engaging in a sensitivity field trip, where two drivers used mobility devices in rear securement location areas, and the remaining drivers were either "blinded" or served as their guides, drivers had a greater appreciation to the sensitive nature of traveling without all senses. Quick stops, rough braking, pot holes, speed bumps, and speedy turns took on a whole new meaning when viewed from the passenger perspective. Transit passengers

should notice a greater appreciation for providing a safe, smooth ride from their drivers. Test results and certification for competence from CTAA will arrive in approximately eight weeks. Look for badges from CTAA in a couple of months and congratulate those drivers for a great job!



Guided practice. Ginger Porter (standing), Guam CEDDERS Initiative Area Coordinator, coaches Dan Cruz in the tightening procedure for back ratchet securement straps and checks for less than two inches slack as per federal regulation.

Guam EHDI & Guam CEDDERS Annual Reports Now Available



(Left) The 2008 Guam EHDI Progress Report At-A-Glance was published in October. To request a copy, call Ruth Leon Guerrero at 735-2466 or send her a message at ruth.leonguerrero@guamcedders.org. (Right) The Guam CEDDERS 2009 Annual Report is available online at www.guamcedders.org.